Quality Assurance Policy

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Introduction

1. Strength and Conditioning Academy Ltd is committed to ensuring that every learner enjoys a high-quality learning experience. To support a high-quality learner experience, it is vital that Strength and Conditioning Academy Ltd offers content and qualifications that both learners and employers can trust. Learners and employers need to be assured that the recognition of individuals' skills and knowledge can be regarded as valid, authentic, current and are based on reliable and sufficient evidence of competence: this quality assurance policy details how Strength and Conditioning Academy Ltd provides such assurance.

Overview

2. Quality Assurance covers all aspects of the learning experience, and the procedures should be an effective blend of development, support, and compliance checks. Strength and Conditioning Academy Ltd wants every learner to have a meaningful learning experience and this means that the qualifications standards in terms of delivery, assessment, quality assurance, invigilation and moderation must be met at all times with every learner.

3. Quality assurance is about developing excellence in provision and improving the delivery of all personnel involved in programme delivery. Quality assurance looks to share best practice; offer recommendations for improvement and monitor performance to ensure that staff are supported to deliver a service that is meets the needs of their learners and employers that they work with.

4. Quality assurance must identify and act on performance that requires development and ensure that at all times that the integrity of any qualification delivery is maintained. Quality assurance activities protect the company's reputation as a consistent, reliable provider of training and to this end; quality assurance will evaluate the company's performance against every aspect of the learner journey/experience.

Quality Assurance Practices

5. Quality assurance practices in place for qualification registration, delivery and assessment includes the following:
    - Strength and Conditioning Academy Ltd requests feedback from all its learners following a course or assessment. This feedback is reviewed within 7 days of its collection and used to inform the ongoing development of our practices.
    - Strength and Conditioning Academy Ltd encourage all learners to provide feedback throughout their learning journey to best support them at the learners point of need.

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- This feedback is specifically used to inform product/service design and the delivery and implementation of all current and future courses and assessments.
- In the unfortunate event of any complaint, learners can follow the Strength and Conditioning Academy Ltd Complaints Policy. All findings will be reviewed and where necessary, inform product/service design and the delivery and implementation of all current and future courses and assessments.
- A robust and fair recruitment and selection process for Strength and Conditioning Academy Ltd staff and contractors.
- An appropriate induction programme upon commencement of a new staff member. This specifically provides members of staff with the information, guidance, and support to meet the essential requirements of their roles in responsibilities.
- Appropriate continual professional development (CPD) is provided for existing and new staff and contractors to support their ability to effectively and expertly fulfil the identified aligned roles and responsibilities.
- Regular internal communications regarding all relevant information and updates regarding course and assessment delivery.
- Adherence to all Strength and Conditioning Academy Ltd policies & procedures including but not limited to the maladministration and malpractice, complaints, appeals, equality & diversity and reasonable adjustments and special considerations policies.
- A regular set of standardisation and development activities supported by quality assurance observations, internal and external feedback and industry and legislative updates.
- A system of quality assurance check points including delivery and assessment observations, sampling, and moderation of assessments.
- Administration and invigilation of assessments.
- Regular review of activities associated with the learning experience that include all aspects of the programme from pre-commencement to completion and further progression.
- An appeals policy that is clear and accessible to all learners, staff members and partners
- A malpractice and maladministration policy that is clear and accessible to all learners, staff members and partners.

Quality Assurance for Assessments

Strength and Conditioning Academy Ltd will regularly provide internal quality assurance of assessments through:

- Aligning all assessments to the guidelines and requirements of awarding body assessments.
- Ensuring all tutors and assessors are aware of all policies and procedures, including quality assurance, malpractice & maladministration, reasonable adjustments and special consideration, appeals, complaints, and equality & diversity policies.

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- Inducting all tutors and assessors to ensure they have the appropriate knowledge and understanding of all assessment requirements and processes and the skill and experience to administer them effectively and with high quality.
- Providing regular ongoing CPD to all tutors and assessors to ensure they continue to be well informed and are able to ensure a high-quality service.

Strength and Conditioning Academy Ltd will also undertake the following sampling process with its assessors:

- On commencement of a new assessor a minimum of 20% of submissions will be sampled and moderated for a maximum of a 3-month period.
- Assessors will then be matched against the following RAG rating:
    - RED – Over 40% of samples rejected or consistent untimely submission of assessment (greater than 28 days later than submission deadline).
    - AMBER – 21-39% of samples rejected or consistent untimely submission of assessment (not greater than 28 days later than submission deadline).
    - GREEN – Less than 20% of samples rejected and timely submission.
- Following matching against these criteria the following actions will be taken:
    - RED – This staff member will receive both oral and written feedback, as well as support and guidance, and have an increased sampling frequency of 100% of all future assessments until significant progress is demonstrated towards a green level of risk.
    - AMBER – This staff member will receive oral feedback, as well as support and guidance, and have an increased sampling frequency of 50% of all assessments until significant progress is demonstrated towards a green level of risk.
    - GREEN – This staff member will receive oral feedback, as well as support and guidance, and continue sampling frequency of 20% twice a year.

Once assessors have met the green rating, a 20% sampling frequency will be maintained twice a year to maintain the required high standard of quality assurance for assessments.

Quality Assurance Roles & Responsibilities

The Managing Director is responsible for ensuring that all quality assurance requirements are met, with all directors supporting this area. The Directors will specifically be responsible for planning and implementing the quality assurance practices detailed above and will be responsible for all internal quality assurance practices. The Directors will also be responsible for these practices (and all other policies') review against the review date prescribed by each policy. The Directors will also be responsible for seeking external input and working with external quality assurers to ensure the highest quality services is provided to all learners.

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